

USER INSTRUCTIONS

FOR

**CALNET Data Networks and
Communications Services**

IFB C4DNCS19

MANDATORY

Statewide Multiple Award Contract

Issued by:
State of California
California Department of Technology
P.O. Box 1810, MS-Y14
Rancho Cordova, CA 95741

The information contained in the User Instructions is not intended to supersede the provisions of the Contract. In the event of any inconsistencies or conflicts between the User Instructions and the Contract, the terms of the Contract shall take precedence.

Table of Contents

A. Scope and Overview.....	3
B. Contract Term(s)	6
C. Eligibility	6
D. Ordering Guidelines	7
E. Ordering Procedures	7
F. Order Acknowledgement and Confirmation	11
G. Implementation.....	11
H. Invoicing and Payment	12
I. California Department of Technology Administrative Fee	12
J. Contract Management	13
K. Problem Resolution/Contractor Performance	13
L. CALNET Exemptions	13
M. CALNET - ORDERING INFORMATION	14
Airespring, Inc.....	14
Aspen Technology Group, Inc.....	15
A T and T Corp.	16
CenturyLink Communications, LLC dba CenturyLink dba LUMEN.....	17
Charter Communications Operating, LLC.....	18
Comcast Business Communications, LLC.....	19
Crown Castle Fiber, LLC	20
Granite Telecommunications, LLC.....	21
InterVision Systems, LLC.....	22
Level 3 Communications, LLC dba CenturyLink dba LUMEN.....	23
Mergent Systems, Inc.	24
NTT America, Inc.....	25
NWN Corporation.....	26
MCI Communications Services, LLC dba Verizon Business Services	27
Red River Technology, LLC.....	28
Special Order Systems, Inc. dba TEAMSOS	29
Wave Division Holdings, LLC dba Astound Business Solutions	30
Zayo Education, Inc.....	31
Zayo Group, LLC.....	32

A. Scope and Overview

CALNET, Data Networks and Communication Services (IFB-C4DNCS19) provides customers with a competitively bid contract used by all entities to easily order telecommunications services without going through a lengthy and costly procurement process. CALNET provides statewide telecommunications services for all Non-Exempt and Exempt State Entities (herein referred to as State Entities) and local government entities (herein referred to as Non-State Entities) as defined below.

The following service categories and contractors are included in this award for DNCS Categories 20, 21, 22, 23, 24, 25, 27, 28, 29, and 30:

Category 20 – provides solutions for Multi Protocol Label Switching (MPLS) Data Network Services.

Contractors awarded Category 20:

- Airespring Inc.
- AT&T Corp.
- Granite Telecommunications
- Level 3 dba CenturyLink dba LUMEN
- NWN Corporation
- Verizon Business Services
- Zayo Group, LLC

Category 21 – Provides Standalone VoIP.

Contractors awarded Category 21:

- AT&T Corp.
- Granite Telecommunications
- NWN Corporation
- Verizon Business Services

Category 22 – Provides Cloud-Hosted VoIP Services.

Contractors awarded Category 22:

- AT&T Corp.
- CenturyLink Communications dba LUMEN
- Charter Communications
- Mergent Systems, Inc.
- NTT America, Inc.
- NWN Corporation
- Red River Technology
- TEAMSOS
- Verizon Business Services
- Zayo Education, Inc.

Category 23 - Metropolitan Area Network (MAN) Ethernet services and features.

Contractors awarded Category 23:

- AT&T Corp.
- Charter Communications
- Comcast Business Communications, LLC
- Crown Castle Fiber
- Granite Telecommunications
- Level 3 dba CenturyLink dba LUMEN
- NWN Corporation
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions
- Zayo Group, LLC

Category 24 - Provides solutions for Flat Rate Internet Services.

Contractors awarded Category 24:

- AT&T Corp.
- Charter Communications
- Comcast Business Communications, LLC

- Crown Castle Fiber
- Granite Telecommunications
- Level 3 dba CenturyLink dba LUMEN
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions
- Zayo Group, LLC

Category 25 – Provides Sustained Bandwidth Internet Services and features.

Contractor awarded Category 25:

- AT&T Corp.
- Crown Castle Fiber
- Level 3 dba CenturyLink dba LUMEN
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions
- Zayo Group, LLC

Category 27 – Provides Standard Contact Center Services:

- AT&T Corp.
- Aspen Technology Group
- CenturyLink Communications dba LUMEN
- InterVision Systems
- NWN Corporation
- Verizon Business Services

Category 28 – Provides Custom Contact Center Services:

- AT&T Corp.
- Aspen Technology Group
- CenturyLink Communications dba LUMEN
- InterVision Systems
- NWN Corporation
- Verizon Business Services

Category 29 – Provides Converged VoIP.

Contractor awarded Category 29:

- AT&T Corp.
- CenturyLink Communications dba LUMEN
- Granite Telecommunications
- NWN Corporation
- Verizon Business Services

Category 30 – Provides Broadband with Internet Services.

Contractor awarded Category 30:

- AT&T Corp.
- Charter Communications
- Comcast Business Communications, LLC
- Granite Telecommunications
- NWN Corporation
- TEAMSOS
- Verizon Business Services
- Wave Division Holdings, LLC dba Astound Business Solutions

B.Contract Term(s)

All categories: five years, with three one-year options to extend.

Refer to Service Providers at the end of this document for specific start and end dates for each contractor.

C. Eligibility

The following eligibility requirements are necessary to use this Contact:

1. State Entities must have an approved CALNET Chief Agency Telecommunications Representative (CATR) or Agency Telecommunications Representative (ATR) on file with the California Department of Technology (CDT), CALNET Program.

Both the CATR and ATR(s) are authorized state representatives who may order services from CALNET Contract. ATRs are identified and maintained by the entity's CATR. CATR's may designate multiple ATRs per State Entity.

State Entities can register CATR/ATRs online by visiting the [CALNET Ordering website](#) and completing a CATR/ATR Designation Form (CDT Form 965). Completed forms must be submitted to CALNETHelp@state.ca.gov for processing.

2. Non-State Entities are required to have a current Non-State Entity Policy Agreement (NESPA) on file with CDT, CALNET Program. Non-State Entities must also obtain an approved CALNET Authorization to Order (ATO).

D. Ordering Guidelines

1. All entities ordering from CALNET must adhere to all applicable state laws, regulations, policies, best practices, and purchasing authority requirements, e.g., California Codes, Code of Regulations, State Administrative Manual, State Information Management Manual, Management Memos, and State Contracting Manual Volume 2 and 3, as applicable.
2. This contract is mandatory for Non-Exempt state executive branch entities when ordering services designated as "Required" in the CALNET contractor service catalogs.
3. This contract is nonmandatory when ordering services identified as "Discretionary" in the CALNET contractor service catalogs. Discretionary services may be purchased and require ordering entities to follow standard procurement guidelines.
4. The rate identified in the contractor service catalog is the maximum rate allowed. Additional rate reductions may be negotiated between the customer (ordering entity) and contractor by completing an Individual Price Reduction Agreement (IPRA). Contact your contractor representative or the CALNET Program for more information on IPRA's.

E. Ordering Procedures

1. Orders shall itemize all line items and include the CALNET catalog product identifier.
2. Order Forms and Online Ordering:

- a. State Entities (CATR/ATR) are required to use the following applicable:
 - Ordering services - requires a Telecommunications Service Request ([Form 20](#)); and
 - Ordering equipment – requires a Purchasing Authority Purchase Order ([STD 65](#)).
 - b. Non-State Entities may utilize the Form 20 and/or STD 65, or use their own purchasing document.
 - c. Entities may order services through the contractor's portal or online ordering system, when available.
 - d. The ordering entity shall provide a signed copy of the executed order form (Form 20, the STD 65 or a Non-State Entity equivalent purchasing document) to the selected contractor. This applies to all methods of ordering (online, phone, etc.).
3. Ordering CALNET Professional Services on CALNET
- a. CALNET DNCS Categories with Professional Services:
 - 20 MPLS
 - 21 Standalone VoIP
 - 22 Cloud Hosted VoIP
 - 23 Metropolitan Area Network (MAN) Ethernet
 - 24 Flat Rate Internet
 - 27 Standard Contact Center
 - 28 Customized Contact Center
 - 29 Converged VoIP
 - b. State Agencies Ordering Professional Services

Prior to using the professional services available on the CALNET DNCS contracts, state agencies are reminded to have obtained all required approvals (e.g., IT Project, GC 19130), and followed all applicable state statutes, regulations, policies and procedures including but not limited to Public Contract Codes (PCC) and relevant California Codes, California Code of Regulations (CCR), State Administrative Manual (SAM), Department of General Services (DGS) Management Memos (MM), State Contracting Manuals (SCM), DGS Broadcast Bulletins (BB), California

Department of Technology (CDT) Technology Letters, Department of Finance (DOF) Budget Letters, and Statewide Information Management Manual (SIMM).

- CALNET professional services may only be purchased directly in support of CALNET Services.
- CALNET professional services may only be used to perform the tasks as specifically described in the catalog product description.
- Professional Services are defined as catalog line items with a hourly unit of measure and shall only be used for their specifically described purpose. Prior to ordering professional services customers are encouraged to refer to sections: [General Provisions for Electronic Vendor Application of Qualifications \(eVAQ\) #19-001, Section 76, Service Costs](#), and [CALNET Business Requirements, Section G.8 Contracted Service Project Work](#), to determine what professional services are included in the standard service products and features.
- Customers must develop, review and approve a Scope of Work (SOW) prior to execution of a Form 20.
 - ✓ Customer and Contractor must mutually agree to SOW in writing.
 - ✓ Any change to original SOW must be mutually agreed to by Customer and Contractor in writing.
- No additional terms and conditions may be added to the SOW that conflict with the CALNET Contract Terms and Conditions. In the event of any inconsistency the terms of the General Provisions shall prevail.
 - ✓ The Customer shall not pay for travel and lodging costs of contracted resources.

c. Local Governmental Agencies ordering Professional Services

While the State of California makes these professional services available to local governmental agencies, each local agency shall make its own determination as to whether using this service is consistent with its procurement policies and regulations. A local governmental agency includes any city, county, city and county, district or other governmental body, including the K-12 schools and community colleges empowered to expend public funds.

4. Orders for Extended Demarcation Services:

Extended demarcation services are to be ordered to support primary CALNET services and shall correlate with the quantities of the moves, adds, or changes of the primary services. Extended demarcation is not intended for and shall not be used for large standalone cabling projects. Extended demarcation is identified within the contractor's product catalogs and designated as a discretionary service.

Customers who choose to use the CALNET extended demarcation service must check with contractor for service availability, as it is limited to specific geographic locations and circumstances.

An extended demarcation project utilizing CALNET may not exceed \$500,000 in total. The total service request(s) value shall be based on the cumulative value including multiple service requests and any amendments to the service requests (i.e., a \$400,000 service request plus a \$100,000 amendment shall be considered a \$500,000 service request). Pursuant to Public Contract Code section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading bidding and RFO requirements or to circumvent ordering limits, is prohibited.

Refer to the contractors Catalog B sections for specific available services.

- a. Purchases under \$50,000 – Multiple quotes are encouraged, but not required.

For a wiring service project that is under \$50,000, the ordering entity must use the contractor that is providing the primary CALNET service. Wiring quantities shall correlate with the quantities of the moves, adds, or changes of the primary services. All price reductions for Form 20 submissions (under \$50,000) will require an IPRA approval.

- b. Purchases over \$50,000 to \$500,000 – Minimum of two (2) quotes from CALNET contractors are required:

- If multiple contractors are solicited and less than two (2) quotes are received for extended demarcation wiring services, the ordering entity must document their procurement file with the reasons why the other contractors solicited did not respond with an offer;
- Contractor quotes received may not exceed the CALNET catalog line item price and customers are encouraged to negotiate lower pricing;

- Determine Best Value – Ordering entity will review all responsive quotes and select a contractor based on best value, with cost as one of the criteria as defined by the ordering entities guidelines;
 - Document Results – Ordering entity must document the results of the best value process within the procurement file including, but not limited to, contractors that were contacted, recap of their quotes, how the selection was made and criteria for determining “best value”; and,
 - Order – Ordering entity will issue a Form 20 to the selected contractor in accordance with the CALNET contract.
- c. Purchases over \$500,000 – Usage of the CALNET contract for extended demarcation services cannot be utilized.

F. Order Acknowledgement and Confirmation

The contractor shall follow the order acknowledgement and confirmation as defined within the CALNET Business Requirements, *G.2.5.4 - Provisioning and Implementation*.

1. The customer will receive an order receipt acknowledgement within one business day of placing an order.
2. The customer will receive an order confirmation notification within five business days of receipt of completed Service Request. Order confirmation notification shall include contractor’s due date agreed to by the customer.

G. Implementation

1. Planning

The customer shall provide all necessary end-user requirements to contractor.

If cabling/wiring services provided by the contractor are to be performed in state owned buildings, customers should notify the Department of General Services prior to commencement.

2. Customer Acceptance

It is recommended that customer obtain an acceptance-testing plan from the contractor to ensure all services ordered are working properly. The contractor is contractually required to prepare and obtain mutual customer agreement for an acceptance plan as necessary for service.

The customer should provide the contractor written acceptance confirming the CALNET service is fully functional.

H. Invoicing and Payment

1. Payee Data Record (State Entities only)

Each State accounting office must have a copy of the Payee Data Record (STD 204) in order to process payment of invoices. State Entities should forward a copy of the STD 204 to their accounting office(s). Without the STD 204, payment may be unnecessarily delayed. State Entities may request a copy of the completed STD 204 from the contractor.

2. Payment Terms

- a. Payment for services will be made in accordance with the provisions of the California Prompt Payment Act, Government Code section 927 et. seq. Unless expressly exempted by statute, the act requires State Entities to pay properly submitted, undisputed invoices not more than 45 days after (a) the date of acceptance of goods or performance of services; or (b) receipt of an undisputed invoice, whichever is later. Non-State Entities shall be subject to a late payment fee if payment is issued after the late payment date.
- b. The [State Contracting Manual, Volume 3 for Information Technology](#) provides additional information in Chapter 9, Disbursements, Financing, and Payment Programs, including the prohibition of advance payments and the necessity of properly executed documents.

I. California Department of Technology Administrative Fee

All monthly recurring charges and usage-based charges are subject to a 2.5 percent State Associated Administrative Fee (SAAF). This fee is not included in

the catalog pricing and will appear separately within the itemized taxes, fees and surcharges section on the customer's invoice.

J. Contract Management

For questions, contact the CDT/CALNET Program Customer Service line (916) 657-9150 or email CALNEThelp@state.ca.gov to reach a CALNET representative. Questions submitted to the CALNEThelp email, should include sufficient details and reference the service type, contract number, and/or contractor name, as applicable.

K. Problem Resolution/Contractor Performance

Ordering entities should first attempt to resolve complaints, issues, or disputes informally with the contractor. ATR should contact their Account Manager for resolving problems pertaining to billing/invoicing, technical support and network issues.

For contract language regarding dispute resolution, refer to the General Provisions for Electronic Vendor Application of Qualifications (eVAQ) #19-001, Section 54 Disputes.

CALNET Program or service related questions, contact a CALNET representative: by e-mail CALNEThelp@state.ca.gov or (916) 657-9150.

CALNET billing and invoicing inquiries please e-mail CIOCALNETBILLING@state.ca.gov or contact a CALNET representative at (916) 657-9150.

Contractor customer service support information is provided under *CALNET – Ordering Information* below for each awarded contractor.

L. CALNET Exemptions

Non-Exempt executive branch entities must obtain a CALNET Exemption approval from CDT, CALNET Program before the purchase of telecommunication services designated as "Required" can be made outside any of the CALNET contracts. Refer to the [State Telecommunications Manual \(STMM\)](#) Chapter 3-501.0 for detailed instructions regarding the CALNET Exemption request process.

M. CALNET - ORDERING INFORMATION

Airespring, Inc.

CONTRACTOR NAME:	Airespring, Inc.
CONTRACT NUMBER:	C4-DNCS-19-001-46
AWARDED CATEGORY:	20
CONTRACT AWARD DATE:	April 29, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	Airespring, Inc. Attention: Cal Net Sales 7800 Woodley Ave. Van Nuys, CA 91406
ORDERING PHONE NUMBERS:	1-888-777-4599
ORDERING E-MAIL ADDRESS:	CalNetSales@airespring.com
CUSTOMER SUPPORT PHONE NUMBER:	1-888-777-4599
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Aspen Technology Group, Inc.

CONTRACTOR NAME:	Aspen Technology Group, Inc.
CONTRACT NUMBER:	C4-DNCS-19-001-63
AWARDED CATEGORY:	27 and 28
CONTRACT AWARD DATE:	December 21, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	734 Main Street, 200, Grand Junction, CO 81501
ORDERING PHONE NUMBERS:	(833) 626-0210
ORDERING E-MAIL ADDRESS:	calnet@aspentgi.com
CUSTOMER SUPPORT PHONE NUMBER:	(833) 626-0210
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

A T and T Corp.

CONTRACTOR NAME:	A T and T Corp.
CONTRACT NUMBER:	C4-DNCS-19-001-40
AWARDED CATEGORY:	20, 21, 22, 23, 24, 25, 27, 28, 29 and 30
CONTRACT AWARD DATE:	April 15, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	2700 Watt. Avenue, Ste.1213 Sacramento, CA. 95821
ORDERING PHONE NUMBERS:	1-877-922-5638
ORDERING E-MAIL ADDRESS:	CCSOTeam@att.com or State Forms: https://cdt.ca.gov/services/calnet-services/calnet-ordering/
CUSTOMER SUPPORT PHONE NUMBER:	1-877-922-5638
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

CenturyLink Communications, LLC dba CenturyLink dba LUMEN

CONTRACTOR NAME:	CenturyLink Communications, LLC dba CenturyLink dba LUMEN
CONTRACT NUMBER:	C4-DNCS-19-001-32
AWARDED CATEGORY:	22, 27, 28, and 29
CONTRACT AWARD DATE:	December 21, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	2377 Gold Meadow Way, STE 200 Gold River, CA 95670
ORDERING PHONE NUMBER:	844-772-1150
ORDERING E-MAIL ADDRESS:	calnet@centurylink.com
CUSTOMER SUPPORT PHONE NUMBER:	844-772-1150
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Charter Communications Operating, LLC

CONTRACTOR NAME:	Charter Communications Operating, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-33
AWARDED CATEGORY:	22, 23, 24 and 30
CONTRACT AWARD DATE:	April 23, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	17777 Center Court Dr Cerritos, CA 90703
ORDERING PHONE NUMBER:	866-423-6909
ORDERING E-MAIL ADDRESS:	CALNETOrders@charter.com
CUSTOMER SUPPORT PHONE NUMBER:	866-423-6909
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Comcast Business Communications, LLC

CONTRACTOR NAME:	Comcast Business Communications, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-31
AWARDED CATEGORY:	23, 24, and 30
CONTRACT AWARD DATE:	June 3, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	1701 John F. Kennedy Blvd. Philadelphia, PA 19103
ORDERING PHONE NUMBER:	844-389-4694
ORDERING E-MAIL ADDRESS:	CALNET-IPR_ATO@comcast.com
CUSTOMER SUPPORT PHONE NUMBER:	844-389-4694
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Crown Castle Fiber, LLC

CONTRACTOR NAME:	Crown Castle Fiber, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-16
AWARDED CATEGORY:	23, 24 and 25
CONTRACT AWARD DATE:	April 23, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	624 S. Grand Avenue, Suite 2500 Los Angeles, CA 90017
ORDERING PHONE NUMBER:	Primary: Jon Rosen:(310) 310-0835 Secondary: Peter O'Brien: (646) 680-6270
ORDERING E-MAIL ADDRESS:	CALNET-orders@crowncastle.com
CUSTOMER SUPPORT PHONE NUMBER:	Marcina Watts: (951) 339-7266
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Granite Telecommunications, LLC

CONTRACTOR NAME:	Granite Telecommunications, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-25
AWARDED CATEGORY:	20, 21, 23, 24, 29 and 30
CONTRACT AWARD DATE:	April 25, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	Darnell Spruell 150 Newport Ave. Ext Quincy MA 02171
ORDERING PHONE NUMBER:	617-837-5783
ORDERING E-MAIL ADDRESS:	DSpruell@granitenet.com
CUSTOMER SUPPORT PHONE NUMBER:	(866) 847-5500
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

InterVision Systems, LLC

CONTRACTOR NAME:	InterVision Systems, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-60
AWARDED CATEGORY:	27 and 28
CONTRACT AWARD DATE:	December 21, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	3035 Prospect Park Drive #150, Rancho Cordova, CA 95670
ORDERING PHONE NUMBERS:	833-644-7401, Option 1
ORDERING E-MAIL ADDRESS:	calnet@intervision.com
CUSTOMER SUPPORT PHONE NUMBER:	833-644-7401, Option 2
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Level 3 Communications, LLC dba CenturyLink dba LUMEN

CONTRACTOR NAME:	Level 3 Communications, LLC dba CenturyLink dba LUMEN
CONTRACT NUMBER:	C4-DNCS-19-001-41
AWARDED CATEGORY:	20, 23, 24 and 25
CONTRACT AWARD DATE:	April 15, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	2377 Gold Meadow Way, STE 200 Gold River, CA 95670
ORDERING PHONE NUMBER:	844-772-1150
ORDERING E-MAIL ADDRESS:	calnet@centurylink.com
CUSTOMER SUPPORT PHONE NUMBER:	844-772-1150
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Mergent Systems, Inc.

CONTRACTOR NAME:	Mergent Systems, Inc.
CONTRACT NUMBER:	C4-DNCS-19-001-65
AWARDED CATEGORY:	22
CONTRACT AWARD DATE:	November 20, 2023
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	11151 Sun Center Dr. Ste D Rancho Cordova, CA 95670
ORDERING PHONE NUMBER:	1-833-222-6008
ORDERING E-MAIL ADDRESS:	Calnet@mergentsystems.com
CUSTOMER SUPPORT PHONE NUMBER:	1-833-222-6008
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

NTT America, Inc.

CONTRACTOR NAME:	NTT America, Inc.
CONTRACT NUMBER:	C4-DNCS-19-001-44
AWARDED CATEGORY:	22
CONTRACT AWARD DATE:	November 25, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	11006 Rushmore Drive, Suite 300 Charlotte, NC 28277
ORDERING PHONE NUMBER:	755-737-1939
ORDERING E-MAIL ADDRESS:	AM.US.PS-CALNET@global.ntt
CUSTOMER SUPPORT PHONE NUMBER:	755-737-1939
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

NWN Corporation

CONTRACTOR NAME:	NWN Corporation
CONTRACT NUMBER:	C4-DNCS-19-001-06
AWARDED CATEGORY:	20, 21, 22, 23, 27, 28, 29 and 30
CONTRACT AWARD DATE:	April 23, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	11070 Whiterock Road, Ste. 250 Rancho Cordova, CA 95670
ORDERING PHONE NUMBER:	916-637-2200
ORDERING E-MAIL ADDRESS:	SCA_Sales_Team@nwn.ai
CUSTOMER SUPPORT PHONE NUMBER:	916-637-2200
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

MCI Communications Services, LLC dba Verizon Business Services

CONTRACTOR NAME:	MCI Communications Services, LLC dba Verizon Business Services
CONTRACT NUMBER:	C4-DNCS-19-001-28
AWARDED CATEGORY:	20, 21, 23, 24, 25, 27, 28, 29 and 30
CONTRACT AWARD DATE:	April 27, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	295 Parkshore Drive Folsom, CA 95630 http://calnet.verizon.com/
ORDERING PHONE NUMBER:	833-4-CALNET (833-422-5638)
ORDERING E-MAIL ADDRESS:	calnet-orders@verizon.com
CUSTOMER SUPPORT PHONE NUMBER:	833-4-CALNET (833-422-5638)
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Red River Technology, LLC

CONTRACTOR NAME:	Red River Technology, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-34
AWARDED CATEGORY:	22
CONTRACT AWARD DATE:	November 9, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	1030 R Street Sacramento, CA 95811
ORDERING PHONE NUMBER:	888-6024929
ORDERING E-MAIL ADDRESS:	CALNET@redriver.com
CUSTOMER SUPPORT PHONE NUMBER:	888.602.4929
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Special Order Systems, Inc. dba TEAMSOS

CONTRACTOR NAME:	Special Order System, Inc. dba TEAMSOS
CONTRACT NUMBER:	C4-DNCS-19-001-67
AWARDED CATEGORY:	22 and 30
CONTRACT AWARD DATE:	November 20, 2023
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	3877 Shawn Way Ste 200, Loomis, CA 95650
ORDERING PHONE NUMBER:	887-216-2401 opt 1
ORDERING E-MAIL ADDRESS:	calnetsales@team-sos.com
CUSTOMER SUPPORT PHONE NUMBER:	887-216-2401 opt 1
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Wave Division Holdings, LLC dba Astound Business Solutions

CONTRACTOR NAME:	Wave Division Holdings, LLC dba Astound Business Solutions
CONTRACT NUMBER:	C4-DNCS-19-001-38
AWARDED CATEGORY:	23, 24, 25 and 30
CONTRACT AWARD DATE:	April 29, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	3700 Monte Villa Pkwy, Bothell, WA 98021
ORDERING PHONE NUMBER:	415-819-4331
ORDERING E-MAIL ADDRESS:	brenda.gisi@astound.com
CUSTOMER SUPPORT PHONE NUMBER:	855-894-3533
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Zayo Education, Inc.

CONTRACTOR NAME:	Zayo Education, Inc.
CONTRACT NUMBER:	C4-DNCS-19-001-15
AWARDED CATEGORY:	22
CONTRACT AWARD DATE:	November 23, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	618 Grasmere Park Drive, Suite 12 Nashville, TN 37211
ORDERING PHONE NUMBER:	208-473-2802
ORDERING E-MAIL ADDRESS:	rose.tullius@zayo.com
CUSTOMER SUPPORT PHONE NUMBER:	833-5CALNET
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/

M. CALNET - ORDERING INFORMATION

Zayo Group, LLC

CONTRACTOR NAME:	Zayo Group, LLC
CONTRACT NUMBER:	C4-DNCS-19-001-19
AWARDED CATEGORY:	20, 23, 24 and 25
CONTRACT AWARD DATE:	April 26, 2020
CONTRACT END DATE:	June 30, 2028
CONTRACT EXTENTIONS:	No remaining options to extend
ORDERING ADDRESS:	11344 Coloma Road, Suite 190 Gold River, CA 95670
ORDERING PHONE NUMBER:	855-691-4157
ORDERING E-MAIL ADDRESS:	Calnet_DNCS_Orders@zayo.com
CUSTOMER SUPPORT PHONE NUMBER:	855-691-4157 or After hours 866-364-6033
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet-services/